VoSKY™

Call Center

User Manual

Ver 1.1

Model #: UP102

Actiontec®

Internet Calls for Everyone, Everywhere™

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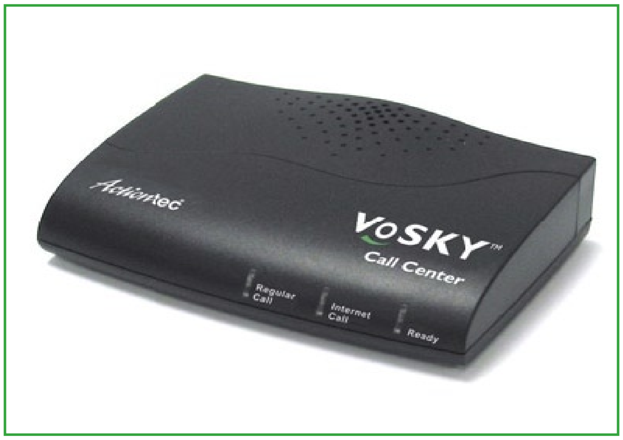
Introduction

1

Thank you for purchasing the Actiontec VoSKY Call Center. Call Center allows you to make free calls over the Internet and budget calls with Skype™ any time, anywhere. With Call Center, you can use your regular telephone to make long distance calls and even international calls at dramatically reduced rates. New features include the ability to make remote Internet calls from any regular phone, receive Internet calls on any regular phone, and set up a phone alert when a contact goes online. If you want to take your communications to the next level and save money while doing it, the Actiontec VoSKY Call Center is sure to be one of the keys to your success.



Package Contents

- Actiontec VoSKY Call Center
- USB cable
- Telephone cable (RJ-11)
- Quick Start Guide
- Installation CD-ROM (includes this user manual)

Features

- Outgoing call forwarding (Internet calls to regular phone calls)
- Incoming call forwarding (regular phone calls to Internet calls)
- Calls back your regular phone number when Skype contact is online
- Computer answering machine
- Connect directly to your regular telephone so you can make and receive Internet calls from your phone
- Patented “I-Phone Switch” for switching your telephone between Internet and regular phone modes
- Call waiting
- Caller ID for Internet calls
- Supports Skype speed-dial and SkypeOut service
- Voice menu
- No external power required
- Echo-cancellation technology

System Requirements

Minimum

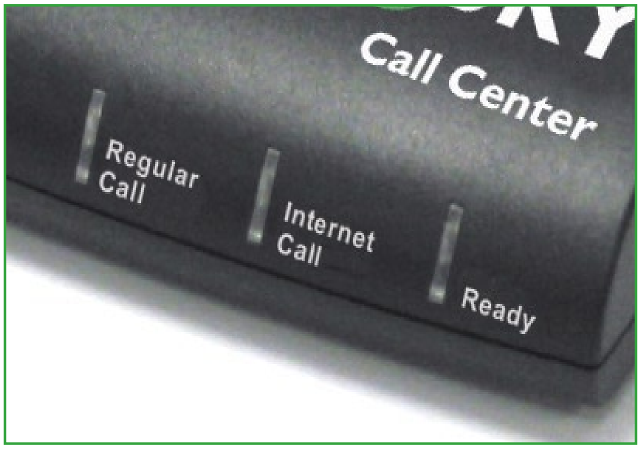
- IBM PC-compatible computer with one available USB port, Celeron 800 MHz or faster processor, 128 MB RAM, 15 MB available hard disk space, and a CD-ROM drive
- Microsoft Windows 2000 or XP
- A touch-tone analog phone
- LAN or modem-based Internet connection
- Analog telephone line (optional)

Getting to Know Call Center

This section contains a quick description of Call Center's lights (LEDs) and ports. Call Center has several indicator lights on its front panel, and a series of ports on its rear panel.

Front Panel

The front panel of Call Center features three lights: Regular Call, Internet Call, and Ready.



Regular Call

The Regular Call light illuminates when Call Center is in regular (analog) phone mode, blinks rapidly when an incoming regular call comes in, and blinks steadily when a regular call is on hold.

Internet Call

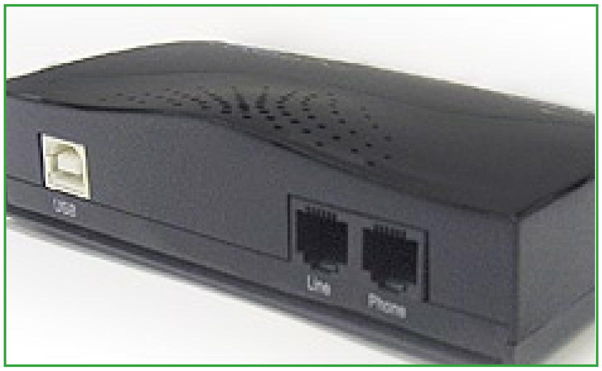
The Internet Call light illuminates when Call Center is in Internet phone mode, blinks rapidly when an incoming Internet call comes in, and blinks steadily when an Internet call is on hold.

Ready

The Ready light illuminates when Call Center is correctly connected to the computer and ready to answer calls.

Rear Panel

The rear panel of Call Center contains three ports: USB, Line, and Phone.



USB Port

The USB port is used to connect a computer to Call Center via USB cable.

Line Port

The Line port is used to connect Call Center to a wall phone line outlet or modem via phone cable.

Phone Port

The Phone port is used to connect Call Center to a telephone via phone cable.

Technical Support

For troubleshooting issues, frequently asked questions, and technical support, go to: **www.vosky.com**

2

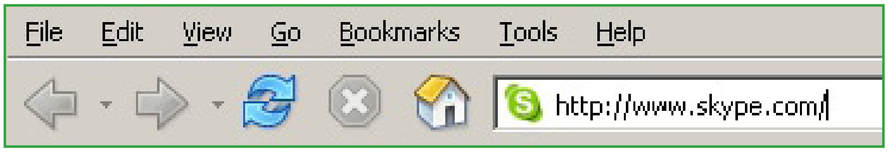
Installing Skype Software

The first step in setting up Call Center is installing Skype™ on the computer connected to Call Center. This chapter describes the Skype installation procedure in four parts: downloading and installing Skype, creating an account, adding contacts, and assigning speed-dial numbers.

Downloading and Installing Skype

If Skype has already been installed on the computer, make sure it is the latest version. If it is, skip this section and go to “Assigning a Speed-Dial Number” on page 8. If not, install the latest version by following this procedure:

1. Open a Web browser and, in the address bar, enter:**http://www.skype.com/**



http://www.skype.com/

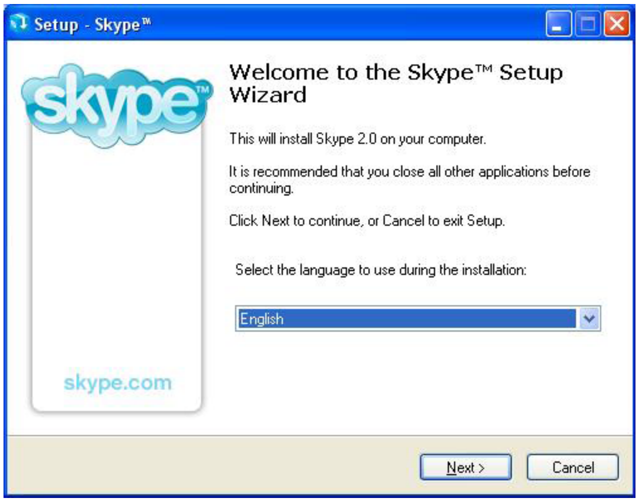
2. When the Skype Web page appears, click Download Skype.

Download Skype

3. After downloading, double-click on the “SkypeSetup” icon.

SkypeSetup

4. In the window that appears, read the on-screen instructions, select a language, then click **Next**.



Welcome to the Skype™ Setup Wizard

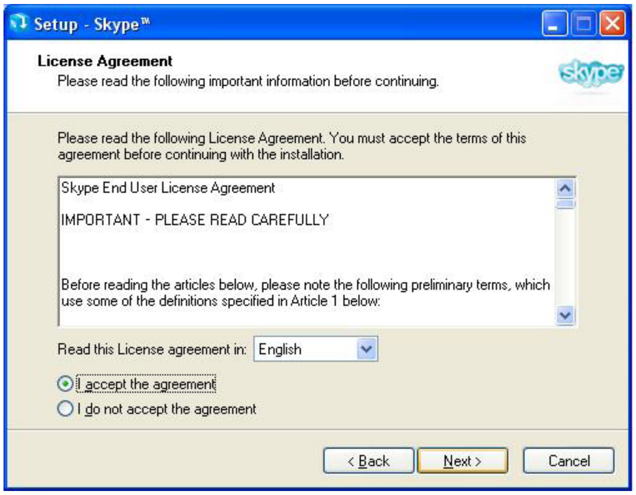
This will install Skype 2.0 on your computer.

It is recommended that you close all other applications before continuing.

Click Next to continue, or Cancel to exit Setup.

Select the language to use during the installation: English

5. In the next window, read the license agreement, click in the circle next to “I accept the agreement,” then click **Next.**



License Agreement

Please read the following important information before continuing.

Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.

Skype End User License Agreement

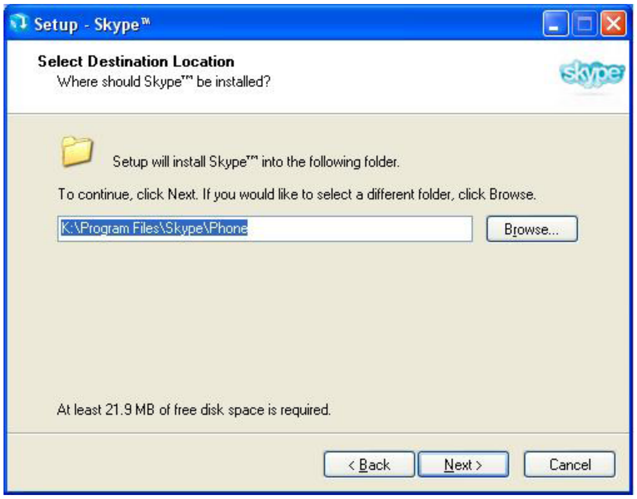
IMPORTANT - PLEASE READ CAREFULLY

Before reading the articles below, please note the following preliminary terms, which use some of the definitions specified in Article 1 below:

Read this License agreement in: English

● I accept the agreement
○ I do not accept the agreement

6. Select a location on the computer’s hard drive to download the Skype software, then click **Next.**



Select Destination Location

Where should Skype™ be installed?

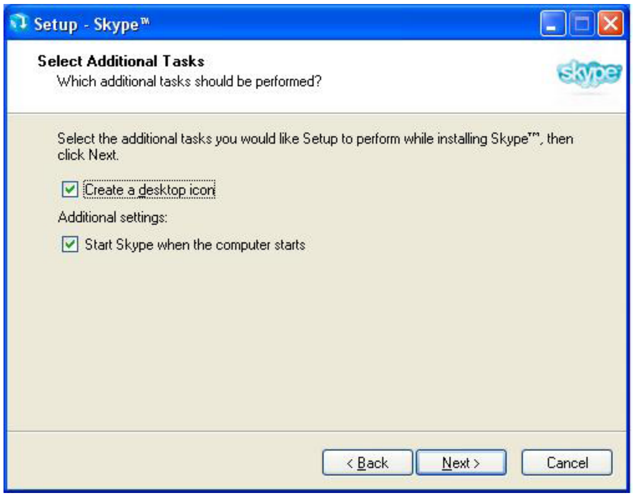
Setup will install Skype™ into the following folder.

To continue, click Next. If you would like to select a different folder, click Browse.

K:\Program Files\Skype\Phone

At least 21.9 MB of free disk space is required.

7. In the next window, set up additional tasks, if needed, then click **Next.**



Select Additional Tasks

Which additional tasks should be performed?

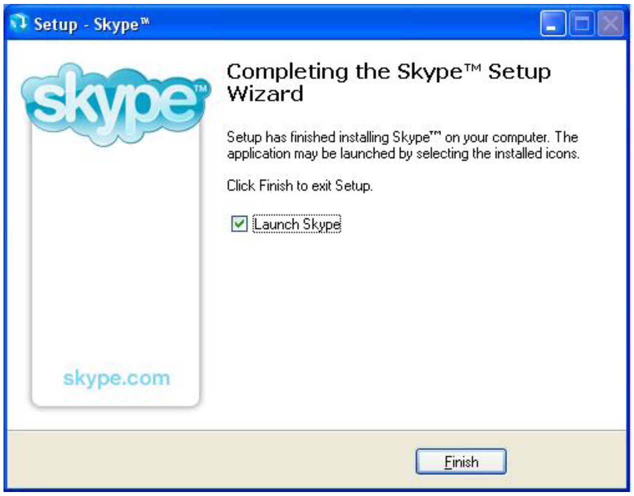
Select the additional tasks you would like Setup to perform while installing Skype™, then click Next.

☑ Create a desktop icon

Additional settings:

☑ Start Skype when the computer starts

8. Skype installs. Click **Finish** in the last window to complete the installation.



Completing the Skype™ Setup Wizard

Setup has finished installing Skype™ on your computer. The application may be launched by selecting the installed icons.

Click Finish to exit Setup.

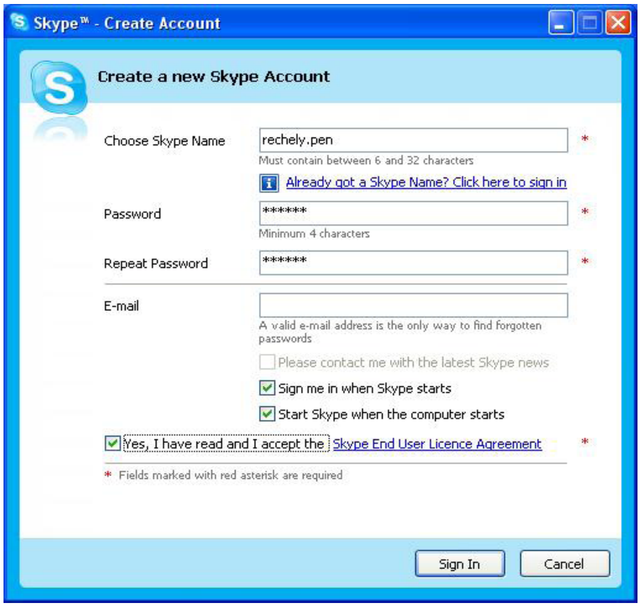
☑ Launch Skype

The Skype software is installed on the computer. Go to the next section to create a Skype account.

Creating a Skype Account

To create a Skype account:

1. After Skype installs, the "Create a new Skype account" window appears. Enter the required information (denoted by a red asterisk). Click Next.



Create a new Skype Account

Choose Skype Name: rechely.pen *
Must contain between 6 and 32 characters
Already got a Skype Name? Click here to sign in

Password: ******* *
Minimum 4 characters

Repeat Password: ******* *

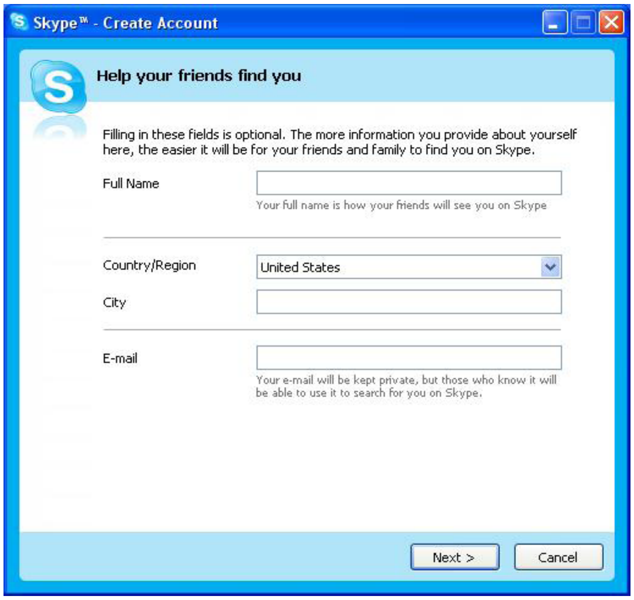
E-mail:
A valid e-mail address is the only way to find forgotten passwords

☐ Please contact me with the latest Skype news
☑ Sign me in when Skype starts
☑ Start Skype when the computer starts

☑ Yes, I have read and I accept the Skype End User Licence Agreement *

* Fields marked with red asterisk are required

2. In the next window, enter additional information. Click **Next.**


Skype™ - Create Account
Help your friends find you

Filling in these fields is optional. The more information you provide about yourself here, the easier it will be for your friends and family to find you on Skype.

Full Name

Your full name is how your friends will see you on Skype

Country/Region: United States

City

E-mail

Your e-mail will be kept private, but those who know it will be able to use it to search for you on Skype.

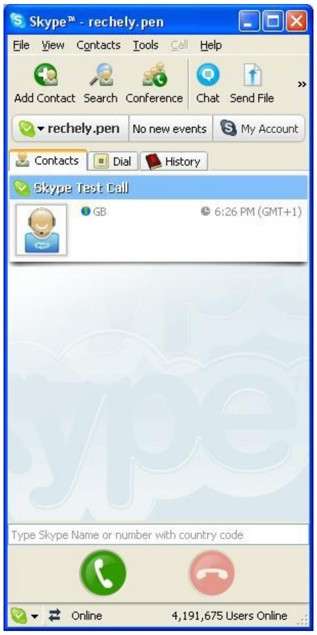
Next >
Cancel

The Skype account is created. Go to the next section to add contacts to the account.

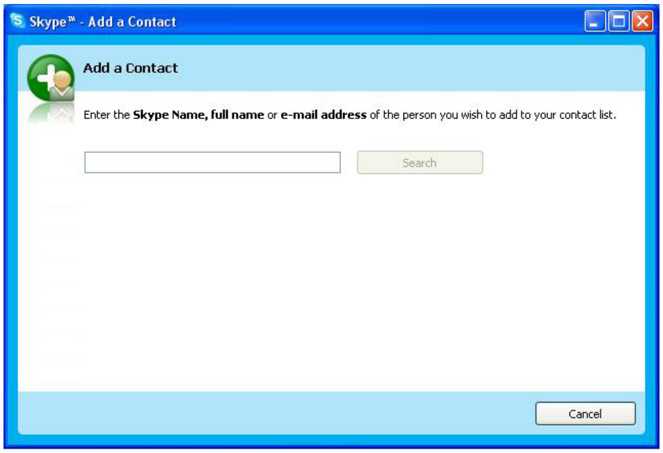
Adding Contacts

To add contacts to your Skype account:

1. Go to the main Skype account window and click **Add Contact.**


Skype™ - rechely.pen
File
View
Contacts
Tools
Call
Help
Add Contact
Search
Conference
Chat
Send File
rechely.pen
No new events
My Account
Contacts
Dial
History
Skype Test Call
GB
6:26 PM (GMT+1)
Type Skype Name or number with country code
Online
4,191,675 Users Online

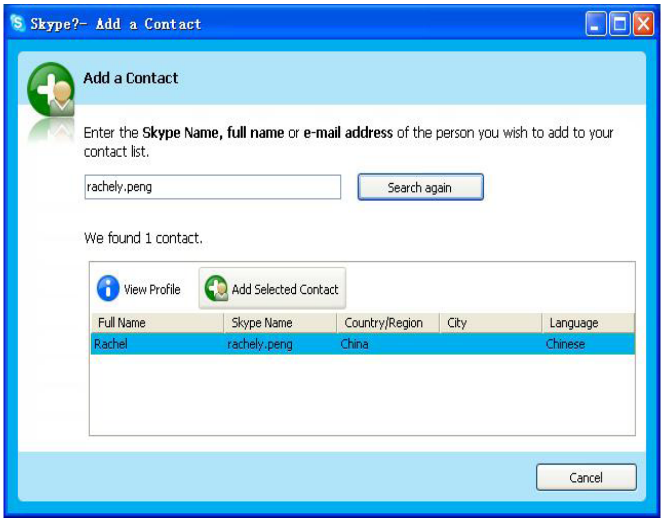
2. When the “Add a Contact” window appears, enter the name of another Skype user in the appropriate text box, then click **Search**.



Skype™ - Add a Contact
Add a Contact
Search
Cancel

Enter the **Skype Name, full name** or **e-mail address** of the person you wish to add to your contact list.

3. Use your mouse to select the person you are looking for, then click **Add Selected Contact**.



Skype?- Add a Contact
Add a Contact
Search again
View Profile
Add Selected Contact
Cancel

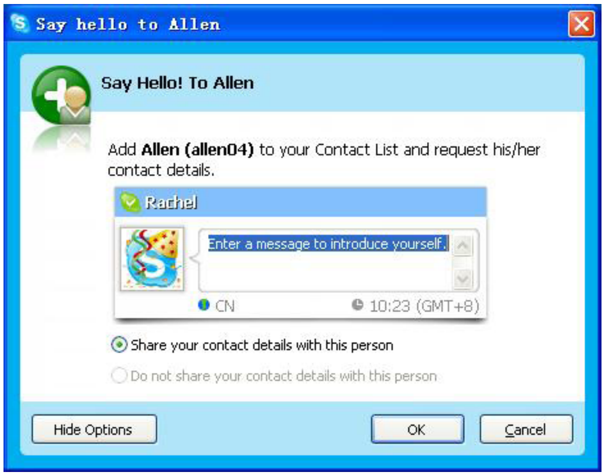
Enter the **Skype Name, full name** or **e-mail address** of the person you wish to add to your contact list.

rachely.peng

We found 1 contact.

Full Name	Skype Name	Country/Region	City	Language
Rachel	rachely.peng	China		Chinese

4. A “say Hello! ” window appears, then click **OK.**


Say hello to Allen
Hide Options
OK
Cancel

Say Hello! To Allen

Add **Allen (allen04)** to your Contact List and request his/her contact details.

Rachel

Enter a message to introduce yourself.

CN 10:23 (GMT+8)

● Share your contact details with this person

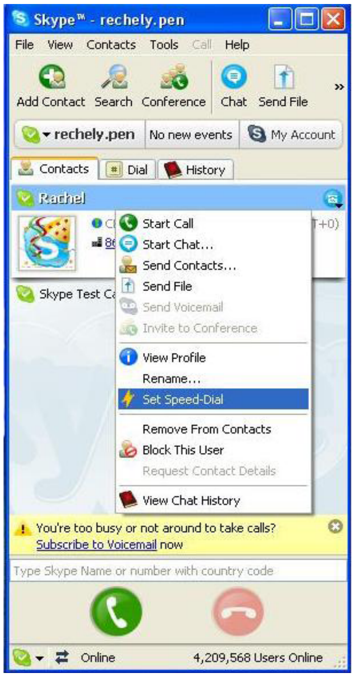
○ Do not share your contact details with this person

The contact has been added. To view the contact list, select the “Contact” tab from the main Skype window. To add assign a speed-dial number to a contact, go to the next section.

Assigning a Speed-Dial Number

To assign a speed-dial number to a contact:

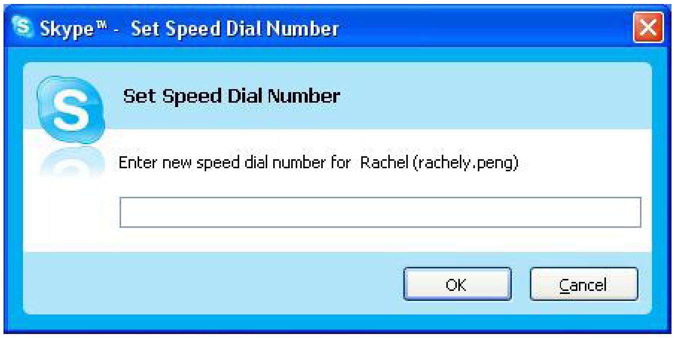
1. From the main Skype window, select the Contact tab, right-click on a contact name, and in the menu that appears, select **Set Speed-Dial**.


Skype™ - rechely.pen
File
View
Contacts
Tools
Call
Help
Add Contact
Search
Conference
Chat
Send File
rechely.pen
No new events
My Account
Contacts
Dial
History
Rachel
Skype Test C
Start Call
Start Chat…
Send Contacts…
Send File
Send Voicemail
Invite to Conference
View Profile
Rename…
Set Speed-Dial
Remove From Contacts
Block This User
Request Contact Details
View Chat History
Online
4,209,568 Users Online

You're too busy or not around to take calls? Subscribe to Voicemail now

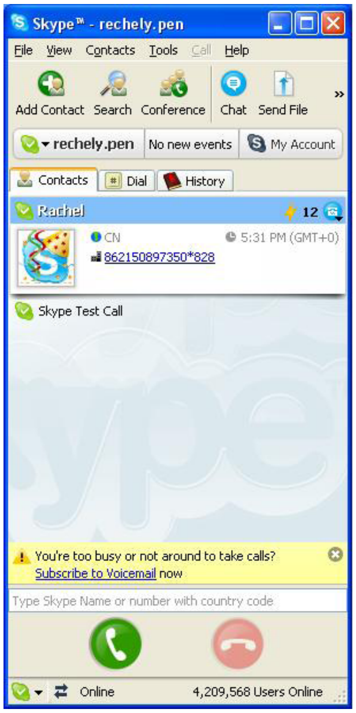
Type Skype Name or number with country code

2. In the next window, enter a speed-dial number, then click **OK.**


Skype™ - Set Speed Dial Number
Set Speed Dial Number
OK
Cancel

Enter new speed dial number for Rachel (rachely.peng)

3. The speed-dial number is assigned to the contact.


Skype™ - rechely.pen
File
View
Contacts
Tools
Call
Help
Add Contact
Search
Conference
Chat
Send File
rechely.pen
No new events
My Account
Contacts
Dial
History
Rachel
12
CN
5:31 PM (GMT+0)
862150897350*828
Skype Test Call
Type Skype Name or number with country code
Online
4,209,568 Users Online

You're too busy or not around to take calls? Subscribe to Voicemail now

4. Repeat to assign a speed-dial number to other contacts.

After finishing with the installation and configuration of Skype, go to the next chapter (“Connecting Call Center Hardware”) to continue setting up Call Center.

Connecting Call Center Hardware

3

This chapter explains how to physically connect Call Center to a telephone and phone line. There are two basic ways to connect Call Center: Single-Line or Dual-Line.

Caution: Make sure the Call Center is not connected to the computer until instructed to do so by Call Center's installation program (see chapter 4, "Installing Call Center Software").

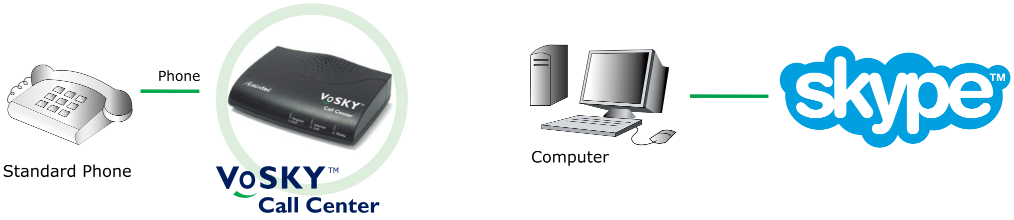
Single-Line Connection

When Call Center is in Single-Line mode, it can be used to make or receive Internet (computer-to-computer) phone calls using Skype only. It cannot make regular calls to regular (land-line or mobile) telephones while in Single-Line mode. Also, features such as Remote Internet Calling, Call Forwarding, Call Return, and Computer Answering Machine will not be available.

To connect Call Center in Single-Line mode:

1. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of Call Center.

2. Connect the other end of the phone cable to the telephone. The components should be connected similarly to the figure below:



Call Center is connected in Single-Line mode. Next, go to chapter 4, "Installing Call Center Software."

Single-Line Connection with Dial-Up Modem

If the computer is connected to the Internet via dial-up modem with no other phone line in the home, Call Center can only be set up in Single-Line mode.

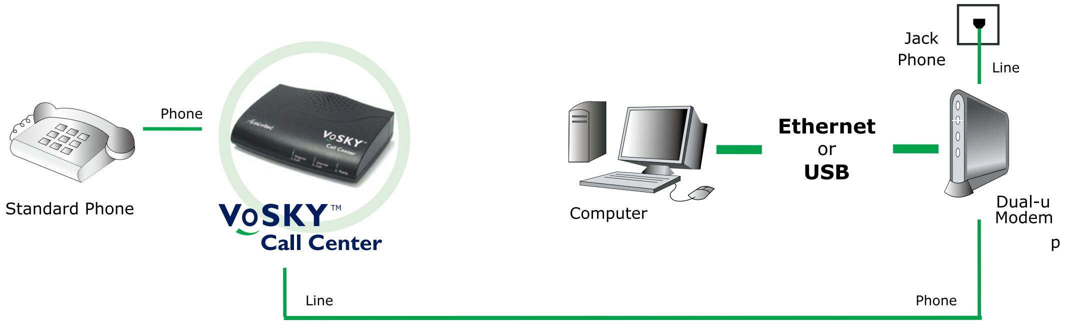
To connect IPW in Single-Line mode with a dial-up modem:

1. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of Call Center.

2. Connect the other end of the phone cable to the telephone.

3. Optional: To make and receive normal calls while the computer is powered down, use the supplied phone cable and insert one end of the cable in the "Line" port on the rear panel of Call Center.

4. Optional: Insert the other end of the phone cable in the "Phone" port of the dial-up modem. The components should be connected similarly to the figure below:



Call Center is connected in Single-Line mode. Next, go to chapter 4, "Installing Call Center Software."

Dual-Line Connection

When Call Center is set up in Dual-Line mode, it can make and receive both Internet (computer-to-computer) calls and regular (computer-to-land-line telephone or computer-to-mobile telephone) calls. Also, features such as Remote Internet Calling, Call Forwarding, Call Return, and Computer Answering Machine will be available.

This procedure assumes the computer is connected to a cable modem. If the computer is connected to the Internet via DSL modem, see "Dual-Line Connection with DSL Modem" on page 16.

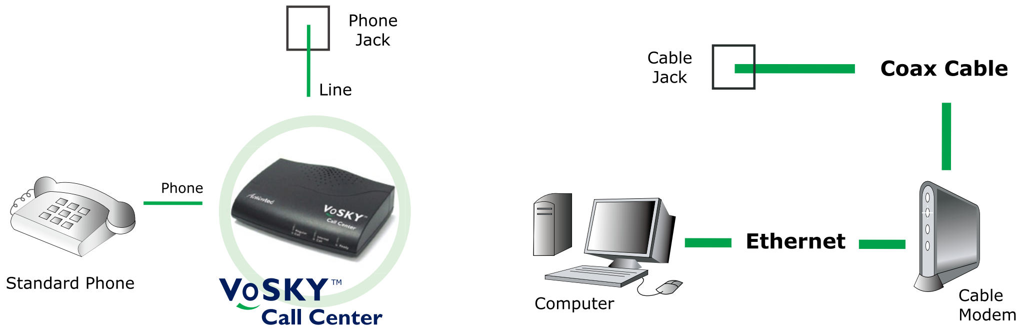
To connect Call Center in Dual-Line mode:

1. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of Call Center.

2. Connect the other end of the phone cable to the telephone.

3. Using the supplied phone cable, insert one end in the "Line" port on the rear panel of Call Center.

4. Insert the other end of the supplied phone cable in a standard phone line outlet. The components should be connected similarly to the figure below:


Phone Jack
Line
Phone
Standard Phone
VoSKY™ Call Center
Cable Jack
Coax Cable
Ethernet
Computer
Cable Modem

Call Center is connected in Dual-Line mode. Next, go to chapter 4, "Installing Call Center Software."

Dual-Line Connection with DSL Modem

Since DSL modems are connected via phone line (like Call Center), there are two ways to connect Call Center when a DSL modem is present: Connecting to a Phone Line Splitter, and Connecting to a DSL Filter. Select the configuration matching the current computer/DSL set up, and follow the instructions.

Connecting to a Phone Line Splitter

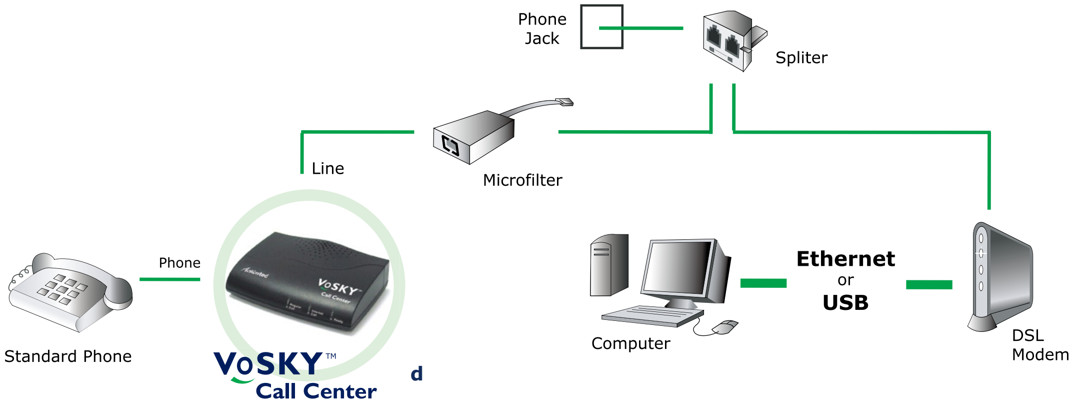
If the telephone is connected to the phone line via a phone line splitter, follow this procedure to connect Call Center:

1. Use the supplied phone cable and insert it in the "Line" port of Call Center.

2. Insert the other end of the supplied phone cable in the microfilter.

3. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of Call Center.

4. Connect the other end of the phone cable to the telephone. The components should be connected similarly to the figure below:



Call Center is connected in Dual-Line mode. Next, go to chapter 4, "Installing Call Center Software."

Connecting to a DSL Splitter

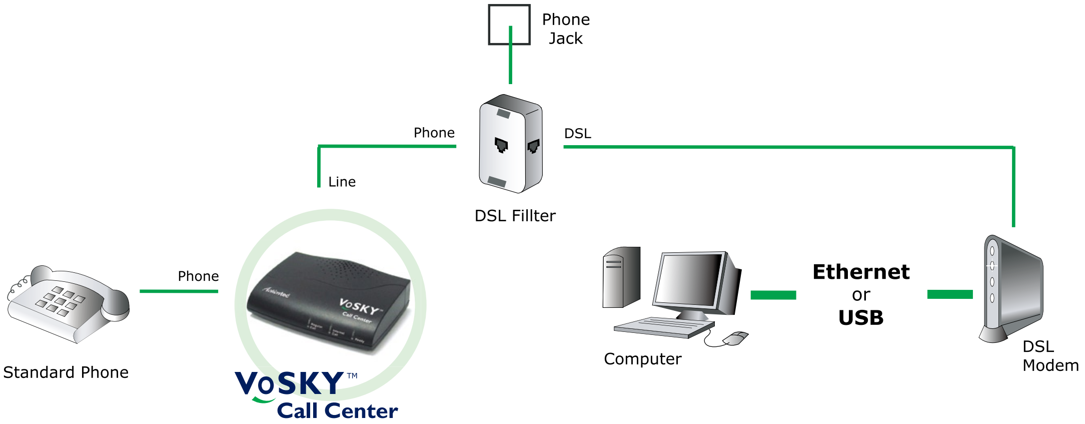
If the telephone is connected to the phone line via a wall mount DSL filter, follow this procedure to connect Call Center:

1. Use the supplied phone cable and insert one end in the "Line" port of Call Center.

2. Insert the other end of the supplied phone cable in the "Phone" port of the DSL filter.

3. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of Call Center.

4. Connect the other end of the phone cable to the telephone. The components should be connected similarly to the figure below:


Phone
Jack
Phone
DSL
Line
DSL Fillter
Phone
Standard Phone
VoSKY™
Call Center
Ethernet
or
USB
Computer
DSL
Modem

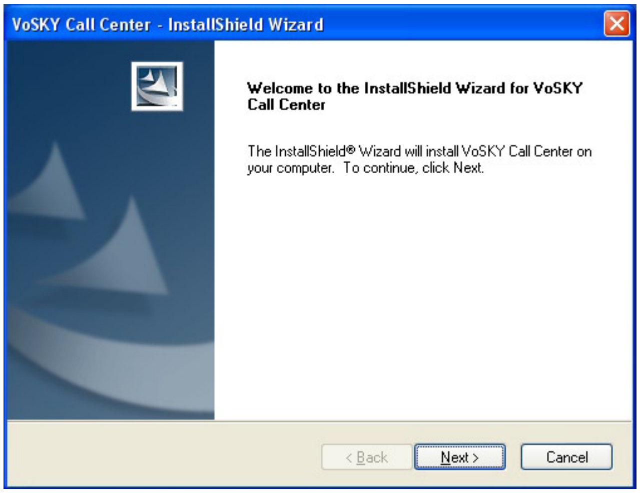
Call Center is connected in Dual-Line mode. Next, go to chapter 4, "Installing Call Center Software."

Installing Call Center Software 4

After connecting Call Center hardware (see chapter 3), Call Center software must be installed on the computer.

To install Call Center software:

1. Insert the Installation CD in the CD-ROM drive of the computer, then, from the first “InstallShield Wizard” window, click **Next.**

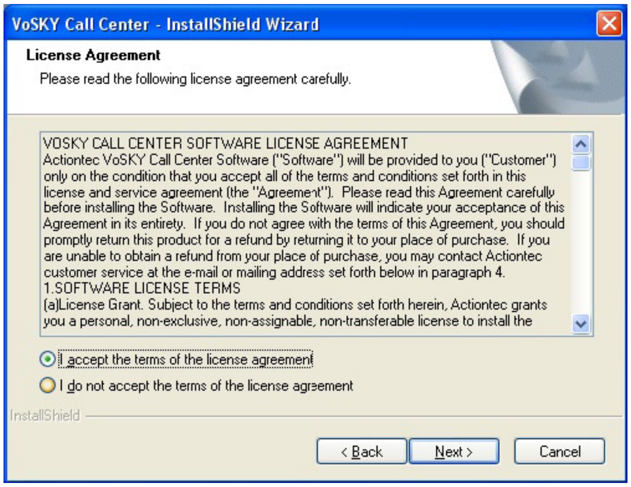


VoSKY Call Center - InstallShield Wizard

Welcome to the InstallShield Wizard for VoSKY Call Center

The InstallShield® Wizard will install VoSKY Call Center on your computer. To continue, click Next.

2. In the next window, read the license agreement and click in the circle next to “I accept the terms of the license agreement”. Click **Next**.



VoSKY Call Center - InstallShield Wizard

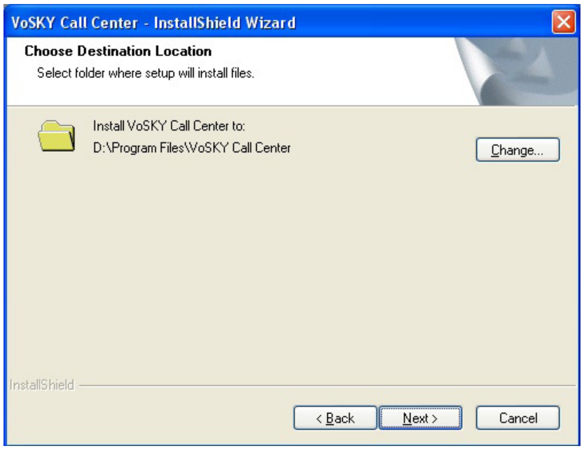
License Agreement

Please read the following license agreement carefully.

VOSKY CALL CENTER SOFTWARE LICENSE AGREEMENT
Actiontec VoSKY Call Center Software ("Software") will be provided to you ("Customer") only on the condition that you accept all of the terms and conditions set forth in this license and service agreement (the "Agreement"). Please read this Agreement carefully before installing the Software. Installing the Software will indicate your acceptance of this Agreement in its entirety. If you do not agree with the terms of this Agreement, you should promptly return this product for a refund by returning it to your place of purchase. If you are unable to obtain a refund from your place of purchase, you may contact Actiontec customer service at the e-mail or mailing address set forth below in paragraph 4.
1.SOFTWARE LICENSE TERMS
(a)License Grant. Subject to the terms and conditions set forth herein, Actiontec grants you a personal, non-exclusive, non-assignable, non-transferable license to install the

● I accept the terms of the license agreement
○ I do not accept the terms of the license agreement

3. When the next window appears, either click **Change** to select a custom location to install Call Center software, or **click** Next to install the software in the default location (...\Program Files\VoSKY Call Center).

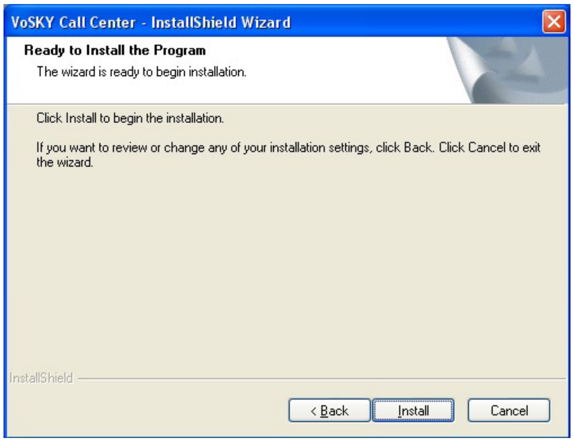

VoSKY Call Center - InstallShield Wizard
InstallShield
Change...
< Back
Next >
Cancel

Choose Destination Location

Select folder where setup will install files.

Install VoSKY Call Center to:
D:\Program Files\VoSKY Call Center

4. When the next window appears, read the on-screen instructions. Click **Install**.


VoSKY Call Center - InstallShield Wizard
InstallShield
< Back
Install
Cancel

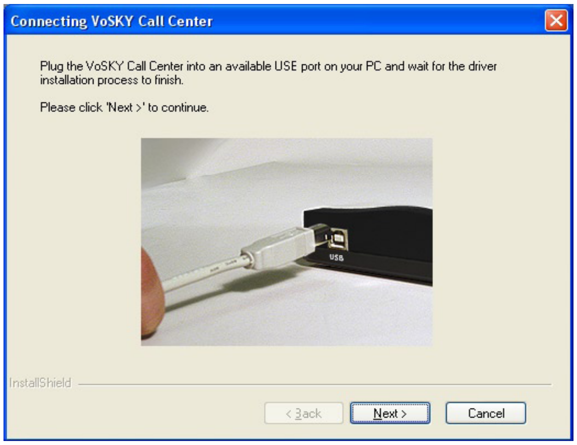
Ready to Install the Program

The wizard is ready to begin installation.

Click Install to begin the installation.

If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

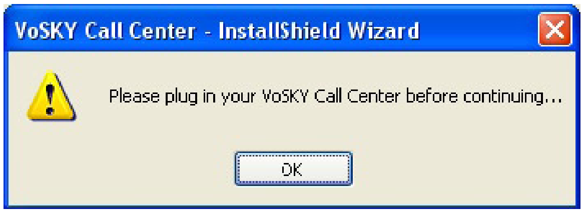
5. The software installs. When finished, follow the instructions in the next window, using the picture as a reference. Use the supplied **USB cable** to connect the computer's **USB port** to Call Center's USB port. Click **Next**.


Connecting VoSKY Call Center
USB
InstallShield
< Back
Next >
Cancel

Plug the VoSKY Call Center into an available USE port on your PC and wait for the driver installation process to finish.

Please click 'Next >' to continue.

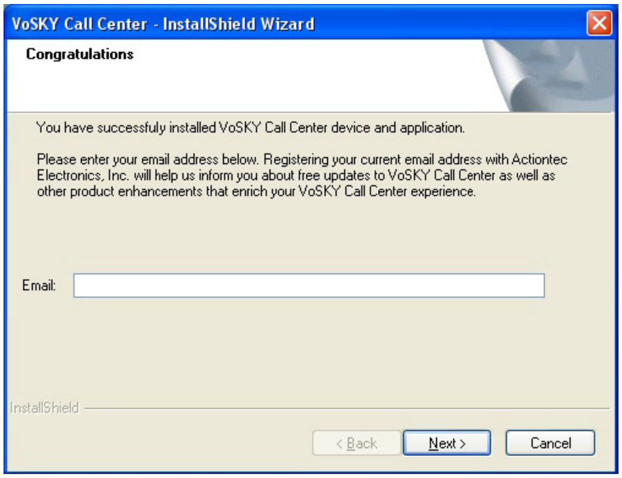
If Call Center was not connected correctly, a warning window appears. If this occurs, connect Call Center as described in step 5, click **OK**, then continue to step 6.



VoSKY Call Center - InstallShield Wizard

Please plug in your VoSKY Call Center before continuing...

6. Another window appears. Enter an email address to be contacted about future online updates. Click **Next**.



VoSKY Call Center - InstallShield Wizard

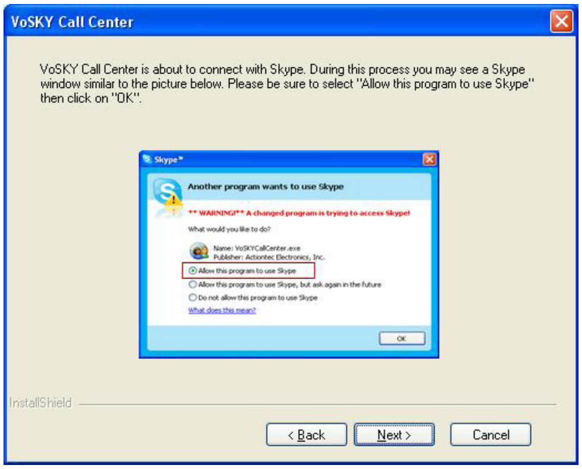
Congratulations

You have successfully installed VoSKY Call Center device and application.

Please enter your email address below. Registering your current email address with Actiontec Electronics, Inc. will help us inform you about free updates to VoSKY Call Center as well as other product enhancements that enrich your VoSKY Call Center experience.

Email:

7. A window with information about using Skype with Call Center appears. Read the on-screen information, then click **Next**.



VoSKY Call Center

VoSKY Call Center is about to connect with Skype. During this process you may see a Skype window similar to the picture below. Please be sure to select "Allow this program to use Skype" then click on "OK".

Skype™

Another program wants to use Skype

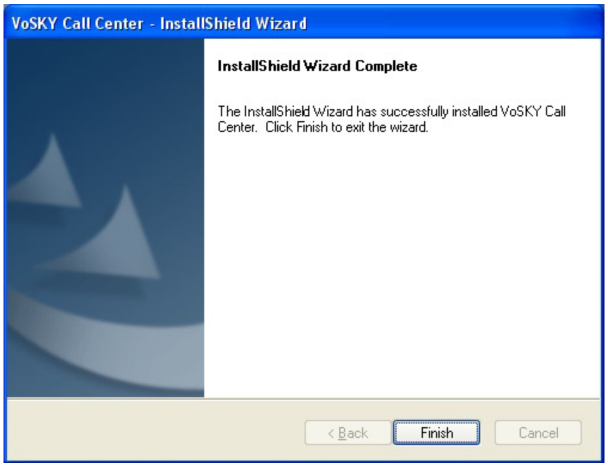
** WARNING!** A changed program is trying to access Skype!

What would you like to do?

Name: VoSKYCallCenter.exe
Publisher: Actiontec Electronics, Inc.

● Allow this program to use Skype
○ Allow this program to use Skype, but ask again in the future
○ Do not allow this program to use Skype

8. The last window appears. Click **Finish**.

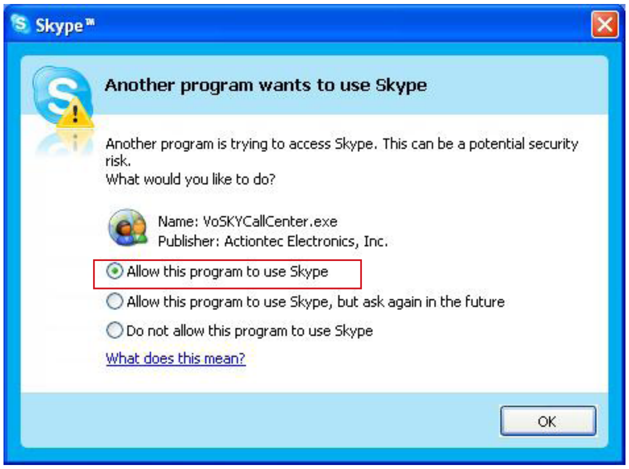


VoSKY Call Center - InstallShield Wizard

InstallShield Wizard Complete

The InstallShield Wizard has successfully installed VoSKY Call Center. Click Finish to exit the wizard.

9. Wait for the Call Center application to launch (this may take up to a minute). When the following window appears, select "Allow this program to use Skype" by clicking in the appropriate circle, then click **OK**.



Skype™

Another program wants to use Skype

Another program is trying to access Skype. This can be a potential security risk.
What would you like to do?

Name: VoSKYCallCenter.exe
Publisher: Actiontec Electronics, Inc.

● Allow this program to use Skype
○ Allow this program to use Skype, but ask again in the future
○ Do not allow this program to use Skype

The Call Center Configuration window appears. The Call Center software is installed. To learn how to use Call Center Configuration utility, see chapter 5, "Configuring Call Center."

Note: If the Line Port was not connected, the Configuration window will not appear. Instead, a phone line warning message appears. Click **OK** to close the message.

Configuring Call Center

5

This chapter explains how to configure Call Center software for Remote Internet Calling, Computer Answering Machine, Call Forwarding, and Call Return. It also describes other configuration features available with Call Center.

Configuring Call Center Features

Call Center must be configured to use Remote Internet Calling, Computer Answering Machine, Call Forwarding, and Call Return.

> ☞ ***Note:*** The features listed above are only available when Call Center is set up in Dual-Line mode.

Remote Internet Calling

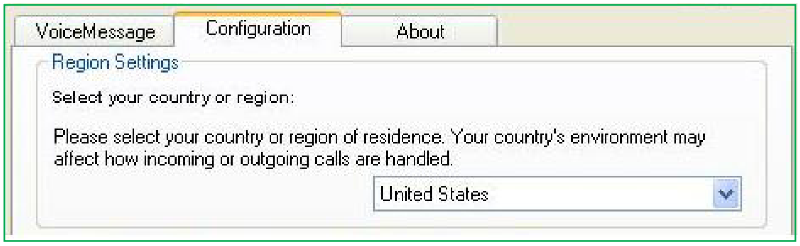
Remote Internet Calling allows the user to make a Skype or SkypeOut call from any regular telephone, including mobile telephones.

> ☞ ***Note:*** Remote Internet Calling does not work in conjunction with standard answering machines or voice mail services. If Call Center is connected to a phone line with an answering machine or voice mail service, they must be deactivated. To allow callers to leave messages when Call Center is in use, activate the Computer Answering Machine feature (see next page).

To configure Remote Internet Calling, double-click the Call Center icon in the system tray, which generates the VoSKY Call Center configuration window.

> ☞ ***Note:*** If the Call Center icon does not appear in the system tray, the Call Center application has not launched. Double-click on the Call Center icon on the desktop to launch. The Call Center icon will then appear in the system tray.

1. In the “Configuration” tab, go to the drop-down menu in the Country or Region Selection section. Select the country or region in which Call Center is being used.



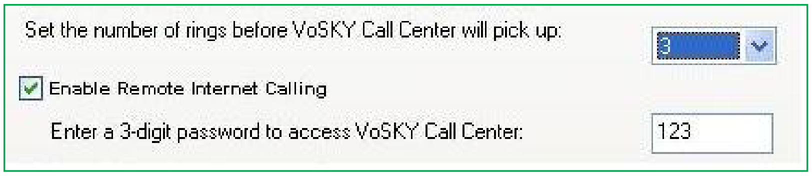
Region Settings

Select your country or region:

Please select your country or region of residence. Your country's environment may affect how incoming or outgoing calls are handled.

United States

2. Click in the check box next to "Enable Remote Internet Calling."



Set the number of rings before VoSKY Call Center will pick up: 3

☑ Enable Remote Internet Calling

Enter a 3-digit password to access VoSKY Call Center: 123

3. Enter a three-digit password in the appropriate text box to provide security for Call Center access.

4. Select the number of times the telephone line rings before Call Center picks up from the drop-down menu. Actiontec recommends selecting a number neither too large nor small, so that both incoming regular phone calls and Remote Internet Calling needs are met.

5. Click **OK** to save the changes.

To make a Remote Internet Call, see "Making a Remote Internet Call" on page 36.

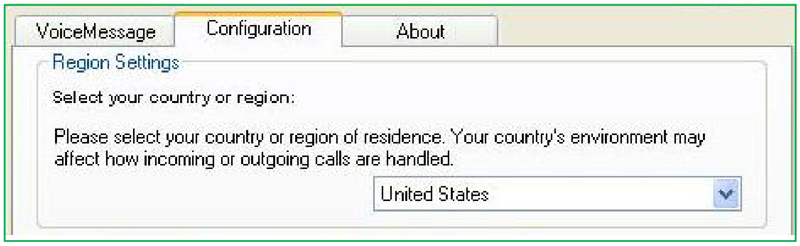
Computer Answering Machine

Computer Answering Machine allows parties who call Call Center's phone number to leave messages on the computer when their call goes unanswered. If using this feature, disable any other answering machine or voice mail services. This feature is especially useful when used with Remote Internet Calling.

To configure Computer Answering Machine, double-click the Call Center icon in the system tray, which generates the VoSKY Call Center configuration window.

☞ ***Note:*** If the Call Center icon does not appear in the system tray, the Call Center application has not launched. Double-click on the Call Center icon on the desktop to launch. The Call Center icon will then appear in the system tray.To configure Remote Internet Calling, double-click the Call Center icon in the system tray, which generates the VoSKY Call Center configuration window.

1. In the "Configuration" tab, go to the drop-down menu in the Country or Region Selection section. Select the country or region in which Call Center is being used.

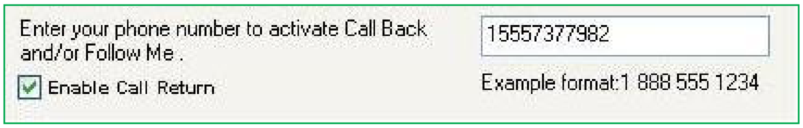


Select your country or region:

Please select your country or region of residence. Your country's environment may affect how incoming or outgoing calls are handled.

United States

2. Click in the check box next to "Enable Computer Answering Machine."



Enter your phone number to activate Call Back and/or Follow Me . 15557377982

☑ Enable Call Return

Example format:1 888 555 1234

3. Select the maximum amount of space (in MBs) on the computer's hard drive to use for voice messages.

4. Click **OK** to save changes.

To access voice mail messages, see "Checking Computer Voice Mail" on page 37.

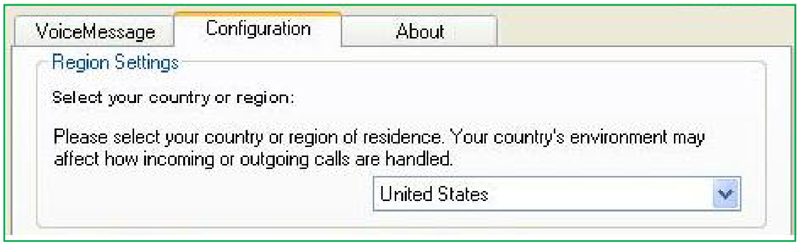
Call Forwarding

Call Forwarding forwards any unanswered Internet calls to a selected regular telephone.

To configure Call Forwarding, double-click the Call Center icon in the system tray, which generates the VoSKY Call Center configuration window.

☞ ***Note:*** If the Call Center icon does not appear in the system tray, the Call Center application has not launched. Double-click on the Call Center icon on the desktop to launch. The Call Center icon will then appear in the system tray.

1. In the “Configuration” tab, go to the drop-down menu in the Country or Region Selection section. Select the country or region in which Call Center is being used.



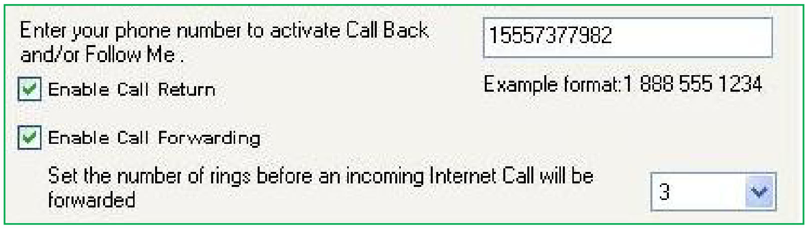
Region Settings

Select your country or region:

Please select your country or region of residence. Your country's environment may affect how incoming or outgoing calls are handled.

United States

2. Click in the check box next to “Enable Call Forwarding.”



Enter your phone number to activate Call Back and/or Follow Me . 15557377982

☑ Enable Call Return

Example format:1 888 555 1234

☑ Enable Call Forwarding

Set the number of rings before an incoming Internet Call will be forwarded 3

3. Enter the number of the telephone to which Internet calls will be forwarded. Make sure to enter the number in its exact number sequence (i.e., as if dialing it from another telephone).

☞ ***Note:*** Only one telephone number can be used for both Call Forwarding and Call Return.

4. Enter the number of rings before an incoming Internet call is forwarded in the appropriate text box.

5. Click **OK** to save changes.

To answer a forwarded call, see “Answering a Forwarded Call” on page 36.

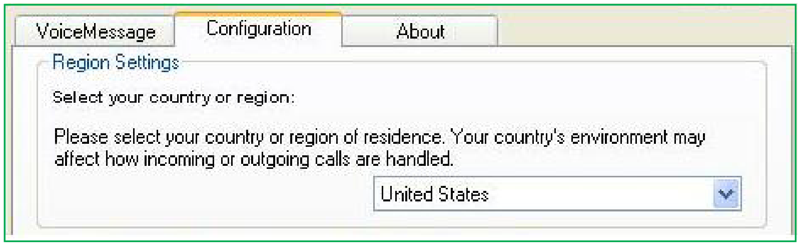
Call Return

Call Return is used in conjunction with Remote Internet Calling. When a previously dialed and unavailable Internet contact comes back online, Call Center places a call to a selected regular telephone. This feature is especially useful when used with Remote Internet Calling.

To configure Call Return, double-click the Call Center icon in the system tray, which generates the VoSKY Call Center configuration window.

Note: If the Call Center icon does not appear in the system tray, the Call Center application has not launched. Double-click on the Call Center icon on the desktop to launch. The Call Center icon will then appear in the system tray.

1. In the "Configuration" tab, go to the drop-down menu in the Country or Region Selection section. Select the country or region in which Call Center is being used.



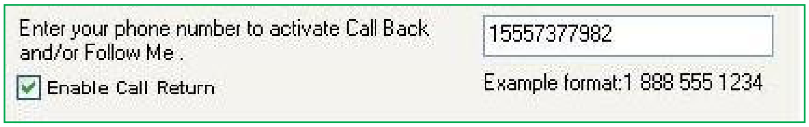
Region Settings

Select your country or region:

Please select your country or region of residence. Your country's environment may affect how incoming or outgoing calls are handled.

United States

2. Click in the check box next to "Enable Call Return."



Enter your phone number to activate Call Back and/or Follow Me .

☑ Enable Call Return

15557377982

Example format:1 888 555 1234

3. Enter the number of the telephone to which a Call Return alert will be forwarded in the appropriate text box. Make sure to enter the number in its exact number sequence (i.e., as if dialing it from another telephone).

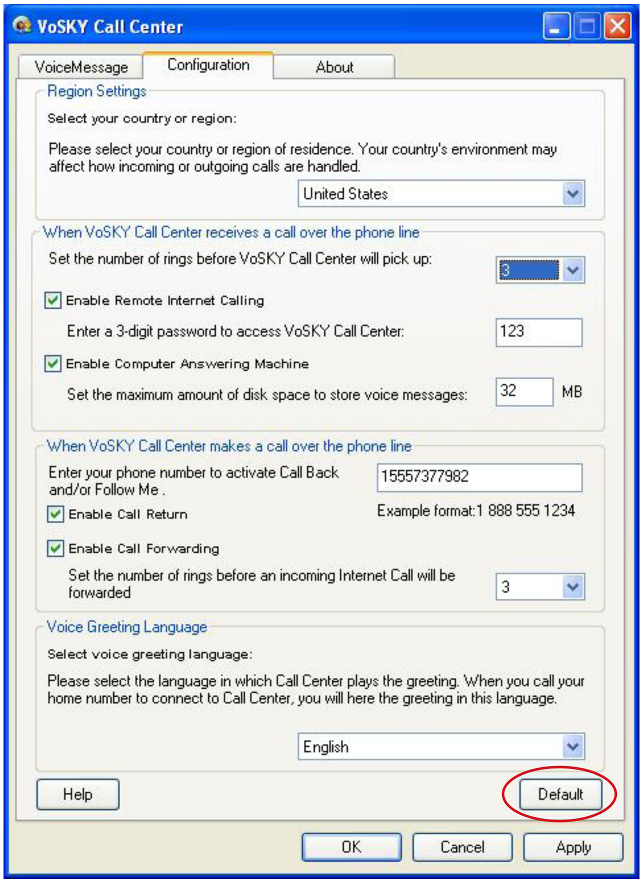
☞ ***Note:*** Only one telephone number can be used for both Call Forwarding and Call Return.

Other Configuration Options

This section describes additional configuration options available on Call Center.

Default

To reset Call Center to its default settings, click Default at the bottom of the Configuration tab. All settings configured by the user will be lost.



Region Settings

Select your country or region:

Please select your country or region of residence. Your country's environment may affect how incoming or outgoing calls are handled.

United States

When VoSKY Call Center receives a call over the phone line

Set the number of rings before VoSKY Call Center will pick up: 3

☑ Enable Remote Internet Calling

Enter a 3-digit password to access VoSKY Call Center: 123

☑ Enable Computer Answering Machine

Set the maximum amount of disk space to store voice messages: 32 MB

When VoSKY Call Center makes a call over the phone line

Enter your phone number to activate Call Back and/or Follow Me . 15557377982

Example format:1 888 555 1234

☑ Enable Call Return

☑ Enable Call Forwarding

Set the number of rings before an incoming Internet Call will be forwarded 3

Voice Greeting Language

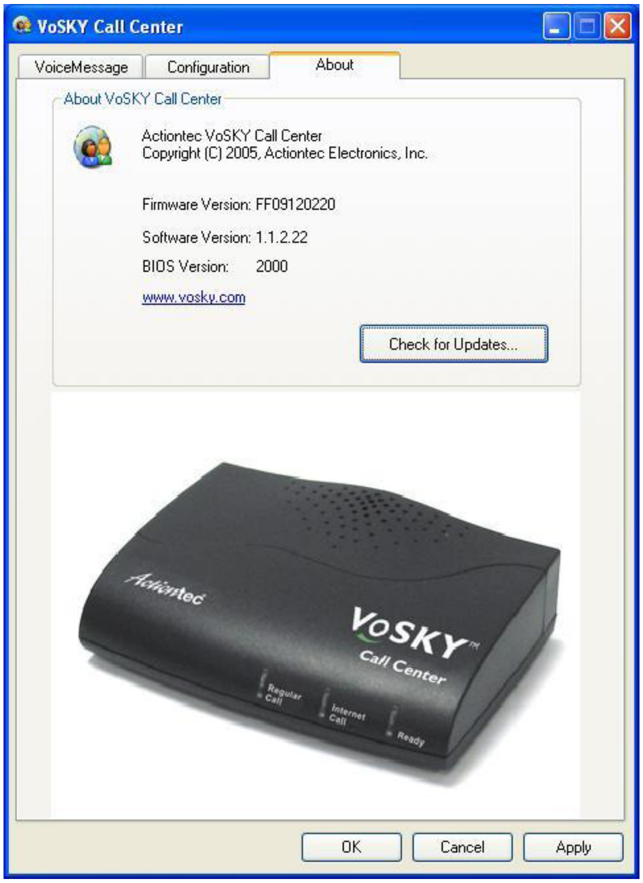
Select voice greeting language:

Please select the language in which Call Center plays the greeting. When you call your home number to connect to Call Center, you will here the greeting in this language.

English

About

Clicking **About** in the VoSKY Call Center window generates the "About" tab. Here, Call Center's firmware, software, and BIOS versions are displayed. Also, the user can check for updates.



VoSKY Call Center
VoiceMessage
Configuration
About
Check for Updates...
Actiontec
VoSKY
Call Center
Regular Call
Internet Call
Ready
OK
Cancel
Apply

About VoSKY Call Center

Actiontec VoSKY Call Center
Copyright (C) 2005, Actiontec Electronics, Inc.

Firmware Version: FF09120220

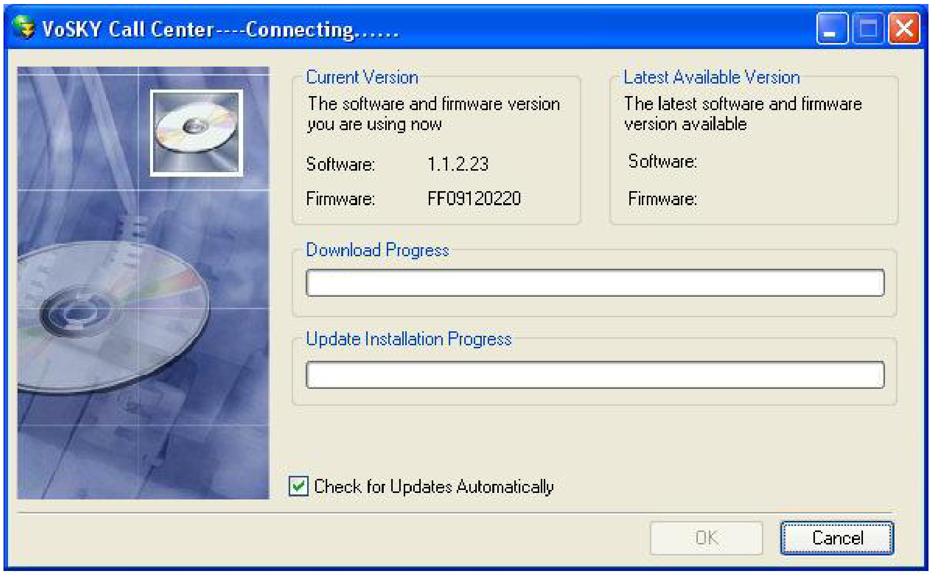
Software Version: 1.1.2.22

BIOS Version: 2000

www.vosky.com

Check for Updates

To check for Call Center software or firmware updates, click Check for Updates in the About tab. The following window appears:


VoSKY Call Center----Connecting......
Download Progress
Update Installation Progress
OK
Cancel

Current Version

The software and firmware version you are using now

Software: 1.1.2.23

Firmware: FF09120220

Latest Available Version

The latest software and firmware version available

Software:

Firmware:

☑ Check for Updates Automatically

If a new software or firmware is available for Call Center, a pop-up message appears. Select Yes to download and install the update, or No to cancel the installation.

A pop-up window will also appear when no updates are available. Click OK to close the window.

Using Call Center

6

This chapter explains how make calls using Call Center, including calling an Internet telephone, calling a regular telephone, and answering a call.

Before Using Call Center

Before making a call with Call Center, make sure of the following:

- The computer meets or exceeds the minimum system requirements
- The computer is connected to the Internet
- A Skype account has been created and contacts have been added to it
- Call Center is connected to the computer via USB
- A telephone is connected to Call Center via phone cable
- If using Dual-Line mode, a phone line is connected to Call Center “Line” port
- Call Center drivers and software are installed and running on the computer
- Call Center icon in the system tray of the computer’s desktop (next to the clock) is “Ready”:

Call Center Icons	
Ready	↻
Not Connected	↻
Active or In Conversation	☎

Using Call Center in Single-Line Mode

This section describes how to use Call Center in Single-Line mode. When in Single-Line mode, Call Center can make and receive calls from Internet contacts. Calls can also be made to regular telephone numbers using the SkypeOut service. All calls must be conducted using the telephone connected to Call Center.

Calling an Internet Contact

To call an Internet contact:

1. Pick up the telephone receiver. The Call Center greeting is heard.
2. Dial the speed-dial number of the party being called.
3. Wait for the party to answer the telephone.

Calling a Regular Telephone Using SkypeOut

To make a call to a regular telephone number while Call Center is in Single-Line mode, SkypeOut service must be used. SkypeOut offers low rates, and is especially useful for international calls. Go to www.skype.com for more information about subscribing to SkypeOut.

1. Pick up the telephone receiver. The Call Center greeting is heard.
2. Dial the SkypeOut contact’s assigned speed-dial number.

> ☞ ***Note:*** If the SkypeOut contact does not have a speed-dial number, dial the number using the following format: 00+Country Code+Area Code+Local Phone Number.

3. Wait for the party to answer the telephone.

Receiving a Call

To receive a call:

1. The telephone connected to Call Center rings and Call Center’s Internet Call light flashes.

2. Pick up the telephone receiver and begin a conversation.

Ending a Call

To end a call, put the receiver back onto the telephone.

Making a Conference Call

Call Center supports up to four other Skype contacts (not including the user) participating in a conference call.

To make a conference call:

1. From the Skype window, click Tools, then Create Conference.

2. In the left window, select the contacts to add to the conference call. More than one contact at a time can be selected by simultaneously pressing the Ctrl key on the keyboard and clicking on each contact's name. After selecting the contact(s), click Add to add each name to the conference call.

3. Click **Start** to start the conference call.

To add another contact to a conference call:

1. From the Skype window, select Contacts.

2. Right-click on the contact's name and click Invite to Conference.

3. Wait for the contact to join the conference call.

Caller ID

If the telephone being used supports Caller ID, Call Center displays the contact's Skype ID when he/she calls.

☞ ***Note:*** Caller ID for incoming Internet calls is currently not supported for some types of BellSouth telephones.

Call Waiting

If an Internet call is received while an Internet call is being conducted, a short beep is heard. Press the "#" key on the telephone keypad twice to answer the new call. To go back to the previous call, press the "#" key twice again.

Using Call Center in Dual-Line Mode

When Call Center is set up in Dual-Line mode, all Single-Line mode features are available. Additional features include making and receiving regular calls (computer-to-land-line or computer-to-mobile phone), Remote Internet Calling, Call Forwarding, Call Return, and Computer Answering Machine.

Dual-Line Mode From the Local Telephone

The following features are available from the telephone connected to Call Center:

> ***Switching Between Regular and Internet Call Modes***
> In Dual-Line mode, Call Center can be in either Internet Call or Regular Call mode. When Call Center is in Internet Call mode, all Single-Line features are available. When Call Center is in Regular Call mode, the telephone connected to Call Center can be used to make and receive regular phone calls. By default, Call Center is in Regular Call mode. Press the "#" key on the telephone's keypad twice to switch Call Center to Internet Call mode. Pressing the "#" key twice again returns Call Center to Regular Call mode.

Calling an Internet Contact

To call an Internet contact:

1. Pick up the telephone receiver. The Regular Call light illuminates.
2. Press the "#" key twice on the telephone keypad to switch Call Center to Internet Call mode.
3. Dial the speed-dial number of the party being called.
4. Wait for the party to answer the telephone.

Calling a Regular Telephone Number

There are two ways to call a regular (land-line or mobile) telephone: using Regular Call mode (exactly like making a normal phone call, with all the usual costs); or, using SkypeOut service while in Internet Call mode (with SkypeOut's low rates, this method is especially useful for making international calls). Go to www.skype.com for more information about subscribing to SkypeOut.

Using Regular Call Mode

To use Regular Call mode to make a call:

1. Pick up the telephone receiver. The Regular Call light illuminates.

2. Dial the telephone number.

3. Wait for the party to answer.

Using Internet Call Mode and SkypeOut

Before making this type of call, make sure the SkypeOut subscription is active:

1. Pick up the telephone receiver. The Regular Call light illuminates.

2. Press the "#" key on the telephone keypad twice to switch to Internet Call mode. The Call Center greeting is heard.

3. Dial the SkypeOut contact's assigned speed-dial number.

☞ ***Note:*** If the SkypeOut contact does not have a speed-dial number, dial the number using the following format: 00+Country Code+Area Code+Local Phone Number.

4. Wait for the party to answer the telephone.

Receiving a Call

To receive a call:

1. The telephone connected to Call Center rings.

2. The Regular Call or Internet Call light illuminates, depending on what kind of call it is. Call Center automatically selects the correct mode.

3. Pick up the telephone receiver and begin a conversation.

Call Waiting

If a call is received (regular or Internet) while an Internet Call is being conducted, a short beep is heard. Press the "#" key twice on the telephone keypad to answer the new call. To go back to the previous call, press the "#" key twice again.

Ringback Alert

If the phone is hung up while a previous call is on hold, Call Center rings back to alert the user that a call is still on hold. To continue the call on hold, pick up the receiver.

Dual-Line Mode From a Remote Phone

The following features are available when using any telephone in the world (including mobile telephones):

Making a Remote Internet Call

Call Center can call any Skype or SkypeOut contact. To do this:

1. Pick up the telephone's receiver.

2. Dial Call Center's phone number.

3. Wait for the telephone to ring x times ("x" being the number of rings set in Call Center's Configuration tab; see "Remote Internet Calling" on page 23).

4. A Call Center or Computer Answering Machine greeting is heard. Enter the three-digit password (set in Call Center's Configuration tab; see "Remote Internet Calling" on page 23).

5. The Call Center welcome greeting is heard. Enter the contact's assigned speed-dial number.

> ☞ ***Note:*** If placing a SkypeOut call and the SkypeOut contact does not have a speed-dial number, dial the number using the following format: 00+Country Code+Area Code+Local Phone Number.

Answering a Forwarded Call

If Call Forwarding is activated on Call Center (see "Call Forwarding" on page 25), an unanswered Internet call will be forwarded to the telephone whose number has been entered in Call Center's Configuration tab. Answer the telephone and conduct a conversation.

Using Call Return

If Call Return is activated on Call Center (see “Call Return” on page 26), when an Internet call is made and the contact is not online, an alert will be sent when the contact returns online to the telephone whose number has been entered in Call Center’s Configuration tab. A typical scenario:

1. A remote Internet call is made, but the contact is not online.

2. A message, stating the contact is not available, is heard. Press the “1” key on the telephone keypad.

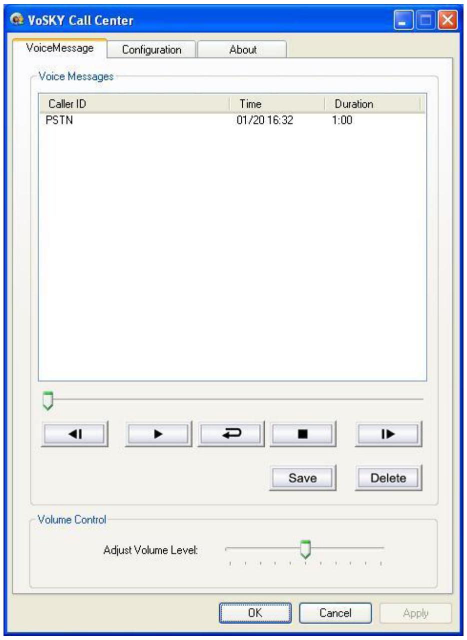
3. When the contact goes online, a call is placed to the regular telephone.

4. Pick up the telephone and press “1” again to have Call Center call the contact via the Internet.

Checking Computer Voice Mail

With Computer Answering Machine activated, parties calling into Call Center can leave messages on the computer.

☞ ***Note:*** Before using Computer Answering Machine, it must be activated (see page 24). Also, any standard answering machine or voice mail service connected to the same phone line as Call Center (i.e., having the same phone number) must be deactivated.


VoSKY Call Center
VoiceMessage
Configuration
About
Voice Messages
Save
Delete
Volume Control
Adjust Volume Level:
OK
Cancel
Apply

Caller ID	Time	Duration
PSTN	01/20 16:32	1:00

To check voice mail on the Computer Answering Machine:

1. Double-click the Call Center icon in the system tray or desktop of the computer. The “VoSKY Call Center” window appears.

2. Select the “Voicemail” tab. In the top part of the tab is the “Voice Messages” list box, which displays all messages that have not been played, or have been saved.

Playing Voice Mail

To play a voice mail, click on it, then press the “Play” (triangle) button. To fast-forward or rewind through a message, slide the Play button in the appropriate direction.

Stopping Playback

To stop a voice mail during playback, press the “Stop” (rectangle) button.

Next/Previous Message

To skip to the next message, click the “Next Message” (triangle-bar) button. To return to the previous message, click the “Previous Message” (bar-triangle) button.

Restarting

To restart a voice mail while it plays, press the “Repeat” (curved arrow) button.

Saving or Deleting

To save or delete a voice mail, click on it in the Voice Message list box, then click the appropriate button. Saved voice mails will remain in the Voice Message list box.

Adjusting Volume

To adjust the volume while listening to a voice mail, move the “Adjust Volume Level” slider in the appropriate direction.

Quick Reference Tables

Consult these tables (Basic or Advanced) for quick reference.

Basic Procedures

Action	*Instruction*
Make a Skype Call	**1.** Pick up the telephone's receiver. **2.** Make sure IPW is in Internet Call mode (indicated by the Internet Call light illuminating). If not, press the "#" key twice. **3.** Wait for the IPW dial tone. **4.** Dial the Skype contact's speed-dial number.
Make Skype Conference call	**1.** Pick up the telephone receiver and make sure Call Center is in Internet Call mode. **2.** Dial the 1st one's speed-dial number of the parties being called. **3.** Press "*" key on the telephone keypad and dial the 2nd one's speed-dial number. **4.** Continue the operation to add all the parties. **5.** Press "#" key to begin the conference call.
Make a SkypeOut Call	**1.** Pick up the telephone's receiver. **2.** Make sure Call Center is in Internet Call mode (indicated by the Internet Call light illuminating). If not, press the "#" key twice. **3.** Wait for the Call Center greeting **4.** Dial the SkypeOut contact's assigned speed-dial number. If the SkypeOut contact does not have a speed-dial number, dial the number using the following format: **00+Country Code+Area Code+Local Phone Number**

Make an Ordinary Call*	Pick up the telephone's receiver and dial normally.
Receive an Ordinary* or Internet Call	When the telephone rings, pick up the receiver and begin talking. Call Center automatically selects the correct mode.
Call Waiting	**1.** While on an Internet call and an incoming regular* or Internet call is received, a call waiting tone is heard. **2.** Press the "#" key on the telephone key pad twice to pick up the new call while putting the current call on hold. **3.** Press the "#" key twice again to switch back and forth between the two calls.

*Line Port must be set up.

Advanced Procedures

For Advanced Procedures, the Line Port must be set up and the corresponding feature must be enabled in the Configuration screen.

Basic Procedures

Action	*Instruction*
Make a Skype Call From Any Telephone (Remote Internet Calling)	**1.** Pick up the telephone's receiver. **2.** Dial Call Center's phone number. **3.** Wait for the telephone to ring x times ("x" being the number of rings set in Call Center's Configuration tab). **4.** A Call Center or Answering Machine greeting is heard. Enter the three-digit pass word. **5.** A welcome greeting is heard. Enter the contact's assigned speed-dial number.
Make Skype Conference call	**1.** Pick up the telephone's receiver. **2.** Dial Call Center's phone number. **3.** Wait for the telephone to ring x times ("x" being the number of rings set in Call Center's Configuration tab). **4.** A Call Center or Answering Machine greeting is heard. Enter the three-digit pass word. **5.** A welcome greeting is heard. Enter the contact's assigned SkypeOut speed-dial number. If the SkypeOut contact does not have a speed-dial number, dial the number using the following format: **00+Country Code+Area Code+Local Phone Number**

Call Forwarding	If an Internet call is left unanswered, it is forwarded through the phone line to the phone number chosen by the user.
Call Return	**1.** An Internet call is made, but the contact is not online. **2.** A message, stating the contact is not available, is heard. Press the "1" key on the telephone keypad. **3.** When the contact goes online, a call is placed to the regular phone. **4.** Pick up the telephone receiver and press "1" again to have Call Center call the contact via the Internet.

Specifications

a

Model Number

UP102G (VoSKY Call Center)

Interface Ports

USB Audio Device Class 1.0 compatible
RJ11 port: for connecting with analog telephone
RJ11 port: for connecting with PSTN line

LED indicators

Regular Call, Internet Call, Ready

Linear Audio Signal Support
16-bit

Power Consumption
5V DC supply through USB cable

Operating Current
130 mA

Peak Ringing
400 mA

Standby/Hibernating Current
10 mA

RJ11 Port Impedance
600 Ohms

On-Hook Voltage
48V DC

Off-Hook Loop Current
25 mA DC

Ringing Voltage
110V peak to peak; 25 Hz

Dimensions (LxWxH)
11.5 x 8.5 x 2.5 cm (4.5 x 3.3 x 1 in.)

Weight
125 g (4.4 oz.)

Operating temperature
0° - 55° C (32° - 131° F)

Relative Humidity
> 80 % (non-condensing)

Certifications
FCC, CE, CCC, JATE, DGT

☞ ***Note:*** Specifications are subject to change without notice.

Notices

Regulatory Compliance Notices

Class B Equipment

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.
This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by implementing one or more of the following measures:

- Reorient or relocate the receiving antenna;
- Increase the separation between the equipment and receiver;
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected;
- Consult the dealer or an experienced radio or television technician for help.

Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Actiontec Electronics, Inc., may void the user’s authority to operate the equipment.

Declaration of conformity for products marked with the FCC logo–United States only.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference

2. This device must accept any interference received, including interference that may cause unwanted operation

☞ ***Note:*** To comply with FCC RF exposure compliance requirements, the antenna used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

For questions regarding your product or the FCC declaration, contact:

Actiontec Electronics, Inc.
760 North Mary Ave.
Sunnyvale, CA 94085
United States
Tel: (408) 752-7700
Fax: (408) 541-9005

Miscellaneous Legal Notices

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Limited Warranty

Hardware: Actiontec Electronics, Inc., warrants to the end user ("Customer") that this hardware product will be free from defects in workmanship and materials, under normal use and service, for twelve (12) months from the date of purchase (US) or twenty-four (24) months from the date of purchase (Europe) from Actiontec Electronics or its authorized reseller.

Actiontec Electronics' sole obligation under this express warranty shall be, at Actiontec's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, Actiontec Electronics may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Actiontec Electronics, Inc. Replacement products may be new or reconditioned. Actiontec Electronics warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

Software: Actiontec Electronics warrants to Customer that each software program licensed from it will perform in substantial conformance to its program specifications, for a period of ninety (90) days from the date of purchase from Actiontec Electronics or its authorized reseller. Actiontec Electronics warrants the media containing software against failure during the warranty period. The only updates that will be provided are at the sole discretion of Actiontec Electronics and will only be available for download at the Actiontec Web site, www.actiontec.com. Actiontec Electronics' sole obligation under this express warranty shall be, at Actiontec Electronics' option and expense, to refund the purchase price paid by Customer for any defective software product, or to replace any defective media with software which substantially conforms to applicable Actiontec Electronics published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. Actiontec Electronics makes no warranty or representation that its software products will meet Customer's requirements or work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected. For any third-party products listed in the Actiontec Electronics software product documentation or specifications as being compatible, Actiontec Electronics will make reasonable efforts to provide compatibility, except where the non-compatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with Actiontec Electronics published specifications or user guide.

THIS ACTIONTEC ELECTRONICS PRODUCT MAY INCLUDE OR BE BUNDLED WITH THIRD-PARTY SOFTWARE, THE USE OF WHICH IS GOVERNED BY A SEPARATE END-USER LICENSE AGREEMENT.

THIS ACTIONTEC ELECTRONICS WARRANTY DOES NOT APPLY TO SUCH THIRD-PARTY SOFTWARE. FOR THE APPLICABLE WARRANTY, PLEASE REFER TO THE END-USER LICENSE AGREEMENT GOVERNING THE USE OF SUCH SOFTWARE.

Obtaining Warranty Service: Customer may contact Actiontec Electronics Technical Support Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase from Actiontec Electronics or its authorized reseller may be required. Products returned to Actiontec Electronics must be pre-authorized by Actiontec Electronics with a Return Merchandise Authorization (RMA) number marked on the outside of the package, and sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. The repaired or replaced item will be shipped to Customer, at Actiontec Electronics' expense, not later than thirty (30) days after Actiontec Electronics receives the defective product.

Return the product to:

(In the United States)

Actiontec Electronics, Inc.

760 North Mary Avenue

Sunnyvale, CA 94085

Actiontec Electronics shall not be responsible for any software, firmware, information, memory data, or Customer data contained in, stored on, or integrated with any products returned to Actiontec Electronics for repair, whether under warranty or not.

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Dispute Resolution: The customer may contact the Director of Technical Support in the event the Customer is not satisfied with Actiontec Electronics' response to the complaint. In the event that the Customer is still not satisfied with the response of the Director of Technical Support, the Customer is instructed to contact the Director of Marketing. In the event that the Customer is still not satisfied with the response of the Director of Marketing, the Customer is instructed to contact the Chief Financial Officer and/or President.

Governing Law: This Limited Warranty shall be governed by the laws of the State of California, U.S.A., excluding its conflicts of laws and principles, and excluding the United Nations Convention on Contracts for the International Sale of Goods.

P/N